

Standard phone users basics

To make a call:

- Lift handset and dial 1 then number

To answer a call:

- **If your phone is ringing pick it up**
- If your phone isn't ringing lift handset and dial 3 then the extension number of the phone you wish to answer

OR

- Lift handset then dial 2

To transfer a call to another extension:

- Press the 'recall' key on your phone and dial the extension to receive the call, announce the call then hang up your phone

OR

- Flash the 'hookswitch' button and dial the extension to receive the call, announce the call then hang up your phone

To put a call on hold:

- Press the 'Recall' / 'Flash' button or flash the 'hookswitch' button, dial *2 then a 'call park' number 0-9 then hang-up or make another call

To retrieve the call:

- From any phone, pick up the handset, dial #2 then the 'call park' number 0-9, you will hear a tone then you will be reconnected

To dial using system speed dials:

- Lift handset then dial 9 and the speed dial number 000-999